The work of Kumarghat-Agartala is in progress. The surveys for alternative alignment for Harmuti-Itanagar and Diphu-karong have been taken up on the requests of State Governments. The work on these projects would be taken up based on decision on the alternative alignments.

Collection of tickets at Terminating Stations

3841. SHRI S.P.M. SYED KHAN : Will the Minister of RAILWAYS be pleased to state : (a) whether it is mandatory for passengers to surrender their used train tickets at the terminating stations;

(b) if so, whether tickets are forcibly collected and not returned to the pasengers by railway authorities while passengers have the right to retain them for the fare paid to their travel; and

(c) whether Railways will consider leaving the tickets to passengers after checking?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA) : (a) Yes, Sir.

(b) The tickets are collected as per extant rules.

(c) There is no such proposal.

Compensation for Pilferage and other losses

3842. SHRI MURLI DEORA : Will the Minister of RAILWAYS be pleased to state :

(a) the number of compensation cases pending with each Railway Claims Tribunal as on 31st October, 2002 and the number of cases settled during the last two years by each of these Tribunals;

(b) the number of cases pending for more than 3, 4 and 5 years respectively;

(c) the amount of compensation paid for (1) perishable goods (2) pilferage (3) complete loss (4) damage by water and (5) petroleum oil and lubricants seprartely, during last years; and

(d) the steps taken to dispose of compensation cases expeditiously and checking of pilferage and other losses?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA) : (a)

No. of cases pending as on 31-10-2002		No.of cases settled during the year.	
Name of the Bench	No. of cases	2001-02	2002-03
Delhi	999	669	626
Chandigarh	334	475	303
Lucknow	1557	376	683
Ghaziabad	1038	487	554
Gorakhpur	2636	615	1047
Kolkata	5017	3420	3637
Patna	3716	524	213
Guwahati	3132	249	206
Bhubneshwar	361	108	128
Mumbai	1370	1105	1021
Bhopal	1018	446	562
Ahmedabad	850	176	150
Jaipur	410	233	157
Nagpur	170	223	634
Chennai	291	463	274
Secunderabad	1085	333	214
Ernakulam	413	60	107
Bangalore	292	52	25
TOTAL	24689	10014	10541

(b) No. of claims compensation cases pending as on 31-3-2003.

3 years old	4 years old	5 years and above 5 years old
2848	1916	3793

(c) Statement of amount paid for perishable goods and POL by Indian Railways for the last two years :

(Amount in Lakhs)

Year	Description	Loss and Theft	Pilferage	Damage by Wet	Other cases	Total
2000-01	Perishable	158.09	153.99	5.41	22.25	339.74
2001-02	goods	239.06	188.40	11.10	24.95	463.51
2002-03 (upto Dec.' 02)		141.26	132.09	3.75	17.52	294.61
2000-01	Petroleum,	—	—	—	—	233.03
2001-02	Oil and Lubricants (POL)	—	—	—	—	367.25
2002-03 (upto Dec.' 02)		—	—	—	—	280.23

(d) **I. Steps for expeditious disposal of claims**

1. Commodity claims cells on Zonal Railways have been set up to provide Single Window Service.

2. Toning up the machinery to implement the scheme for claims enquiry and tracing on 'end to end' basis.

3. Claims work on Zonal Railways has been computerized to ensure expeditious settlement of claims.

4. Instructions have been issued that notice of claims can be accepted at the station goods shed to which the goods are booked.

5. Not-Received Cells on Zonal Railways are operating to ensure expeditious tracing and connecting the consignments which could not reach the destination within a reasonable transit time.

6. The scheme of mobile claims offices has been reactivated on Zonal Railways to entertain and settle claims on the spot at important cities.

7. Prior account check has been dispensed with for satisfaction of court decree in respect of all types of claims cases.

8. Full powers have been delegated to GMs for settling time-barred cases. Earlier cases beyond Rs. 50,000/- were required to be approved by Railway Board.

9. Instructions have been issued to Zonal Railways for empowering ACM in the Divisions to settle claims cases upto Rs. 8000 per case with a view to provide better after sales service to the customers.

II. Preventive steps to contain pilferage and other losses

1. Escorting of goods trains by Railway Protection Force and armed personnel on vulnerable sections.

2. Insistence on provision of dunnage to protect flap doors where required in case, for instance, of wagon-load consignments of sugar, grains and pulses and oilseeds.

3. Proper marking and labelling of packages to avoid their loss/over carriage.

4. Use of metal tape on wagons to avoid mis-despatches and prevent them from becoming unconnected.

5. Claim prevention drives are being ordered from time to time.

Setting up of terminals by private entrepreneurs

3843. SHRI TARINI KANTA ROY : Will the Minister of RAILWAYS be pleased to state :

(a) whether it is a fact that private entrepreneurs are being encouraged to set up terminals/warehousing facilities;

(b) if so, how many such warehouses have come up alongwith the details of such warehouses coming up; and

(c) the details of the conditions governing the aforesaid private warehousing scheme?